

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B501) @LaRC Development and Maintenance

TA No:	SLB035-Rev6	
Task Area Monitor:	Alternate Task Area Monitor:	
NASA POC:	Software Control Class:	Low Control
Type of Task:	Non-Recurring Task	

2. **BACKGROUND**

The NASA Langley Research Center (LaRC) internal communications site was launched to the Center on February 5, 2001. Since its launch date the Contractor has worked closely with the government to identify, develop, and implement improvements to the site. The Contractor has also performed as the backup customer support for the Government.

In February 2007, an upgrade to the site includes a new operating system. A transition period through March 31, 2007 will allow the current system to remain up and functional but will not be updated unless it still ties directly into the new site (e.g., Career Page, Room Reservation System, Feedback Resources Page, etc.)

3. **OBJECTIVE**

The Contractor shall maintain and implement improvements for the LaRC internal communications site, @LaRC. The site is located at the URL <http://atlarc.larc.nasa.gov>

4. **GENERAL IT SUPPORT SERVICES**

Maintenance of Software Developed By or For LaRC: Application Maintenance

The contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

1. The Contractor shall maintain the site to meet the following:

- a. The site shall remain 100% operational during the @LaRC core service hours of weekdays, 6 AM to 6 PM.

b. The Contractor shall make sure the site adheres to policy set forth in:

- LMS-CP-5909 (<http://lms.larc.nasa.gov:80/admin/documents/5909.pdf>)
- 508 Accessibility (<http://www.section508.gov/>)
- Logo Policy (<http://www.hq.nasa.gov/pao/insignia/newlogopolicy.html>)
- LAPD 2810.1 (<http://lms-r.larc.nasa.gov/admin/documents/LAPD2810-1.pdf>)

2. The Contractor shall perform as backup customer service support for the Government.
3. The Contractor shall distribute a daily newsletter to the Center via email every Monday through Friday except Federal holidays. The Contractor shall be the lead to resolve all problems that result in the interruption or delivery failure of the newsletter.
4. The Contractor shall maintain site access as requested by the Government. The Contractor shall modify access to the site only at the request of the LaRC Technical Monitor or designee. The Contractor shall report to the LaRC Technical Monitor any security-related problems.
5. The Contractor shall perform weekly log analysis using the WebTrends product and post the reports to the WebTrends reporting site at <http://wtrends:1099>.
6. The Contractor shall modify site links and administrator interface as requested by the Government.
7. The Contractor shall manage transition of existing site into new site.
8. The Contractor shall maintain and modify links, promo areas, special bulletins, special searches, acronyms, alerts, FAQs, presentations, and workplace notices on the @LaRC site as requested by the LaRC Technical Monitor.
9. The task lead shall work with the TAM to define improvements and enhancements to the current @LaRC web site.

General IT Support Services Performance Metrics

Performance Standard: Links to non-NASA Web sites are identified as such with a notification icon.

Performance Metrics:

Exceeds: The contractor consistently and proactively monitors @LaRC links for appropriate identification of non-NASA web sites. Notification icon problems are resolved prior to customer notification of problems.

Meets: The contractor consistently and proactively monitors @LaRC links for appropriate identification of non-NASA Web sites. Notification icon

problems are resolved with minimal customer notification of problems.

Fails: The contractor does not consistently and proactively monitor @LaRC links for appropriate identification of non-NASA Web sites. Contractor becomes aware of problems with notification icon through customer notification.

Performance Standard: Third party site links and content are accurately displayed according to site structure.

Performance Metrics:

Exceeds: The contractor consistently and proactively monitors @LaRC links and connectivity (scraping) to third party content. Broken links and/or connectivity problems are resolved prior to customer notification of problems.

Meets: The contractor consistently and proactively monitors @LaRC links and connectivity (scraping) to third party content. Broken links and/or connectivity problems are resolved with minimal customer notification of problems.

Fails: The contractor does not consistently and/or proactively monitor @LaRC links and connectivity (scraping) to third party content. Contractor becomes aware of problems through customer notification.

Performance Standard: @LaRC links to internal LaRC Web sites and databases are maintained.

Performance Metrics:

Exceeds: The contractor consistently and proactively monitors @LaRC links to internal LaRC Web sites. Broken links and database problems are identified and resolved or reported to the owning organization prior to customer notification of problems.

Meets: The contractor consistently and proactively monitors @LaRC links to internal LaRC Web sites. Broken links and database problems are identified and resolved or reported to the owning organization with minimal customer notification of problems.

Fails: The contractor does not consistently and/or proactively monitor @LaRC links to internal LaRC Web sites or databases. Contractor becomes aware of problems through customer notification.

Performance Standard: @LaRC Documentation (i.e., Requirements Document, Customer Feedback requests, Version 3.0 requests, application and history) is current and accessible to TAM in one location on the web at any time.

Performance Metrics:

Exceeds: The contractor maintains @LaRC Documentation accurately and keeps all information current and accessible.

Meets: The contractor maintains @LaRC Documentation accurately and keeps all information current and accessible with minimal customer notification of problems.

Fails: The contractor does not keep @LaRC Documentation accurate, current, or accessible.

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

- Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and under cost.
- Meets: The contractor delivers application to the customer on scheduled delivery date and within cost.
- Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 10%.

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15. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: Enhancement to Current System

LaRC Software Manager: N/A

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel:N/A

Requirements:

The Contractor shall deliver to the government fully operational enhancements that are integrated into the existing @LaRC system. The Contractor shall provide the Government the opportunity to test and provide comment to all modifications prior to moving them to the production site.

The Contractor shall install and validate all modifications made to in the production environment outside the @LaRC core service hours of weekdays, 6 AM to 6 PM.

Constraints:

N/A

Acceptance Criteria:

N/A

Deliverables:

Number	Deliverable Item	Deliverable Schedule
1	Estimated costs for Enhancements	Within 3 Business Days of Request.

16. WORK-AREA SPECIFIC SERVICES

None required.

17. Exhibit A

None required.

18. SPECIAL SECURITY REQUIREMENTS

None required.

19. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The contractor shall follow the processes for software life-cycle development, stand-alone maintenance, or stand-alone operation, as specified according to the software control class in Task Assignment #SL001 with the following additions:

Monitoring

The LaRC and contractor software project managers shall communicate as needed during the development and maintenance period to discuss and resolve project risks and project actions.

20. JOINT REVIEW SCHEDULE

There will be joint reviews of the work of this task at meetings to be held as needed, once the contractor has received and reviewed this task assignment. The contractor software manager or alternate is required to attend. Performance, timeliness, cost, quality, and risk will be discussed. The contractor shall be responsible for documenting the minutes of this meeting and submitting to the LaRC TAM via email. At minimum the minutes shall contain:

- Risks incurred during development
- Risk resolution
- Issues incurred during development
- Issue resolution
- Request for modifications
- Action Items, person assigned, status of action items

21. PERIOD OF PERFORMANCE

This TA is effective from 02/04/04 to 04/27/10

22. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 70% Timeliness: 30%

23. RESPONSE REQUIREMENTS

Within two weeks from receipt of this task assignment, submit to the Contracting Officer's

Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost, and schedule. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

24. FUNDING INFORMATION

Funding last submitted on 05/05/2009.

25. MILESTONES

None required.

26. DELIVERABLES

None required.

27. FILE ATTACHMENTS

None.